

EXHIBIT 1



Commitment Adjustment Letter

Cynthia Berner
WICHITA PUBLIC LIBRARY
223 S MAIN ST
WICHITA, KS 67202 - 3715

8/10/2018

Our review of your Schools and Libraries Universal Service Support Program (or E-rate) funding request has determined funds were committed in violation of Federal Communications Commission (FCC) rules. You have 60 days from the date of this letter to appeal the following decision(s). For more detailed information see below.

Total commitment adjustment: \$75,600.00

Total amount to be recovered: \$75,600.00

<i>FCC Form 471</i>	<i>FRN</i>	<i>Commitment adjustment</i>	<i>Total amount to be recovered</i>	<i>Explanation(s)</i>	<i>Party to recover from</i>
1035195	2816971	\$75,600.00	\$75,600.00	Comp. Bidding Violation	Applicant

See Attached Adjustment Report for more information on the specific FRNs and Explanations listed above.

Commitment Adjustment

FCC rules require the Universal Service Administrative Company (USAC) to rescind commitments and recover funding when it is determined that funding was committed and disbursed in violation of the rules. This letter notifies you that USAC will be adjusting your funding commitment(s) and provides information on how to appeal this decision.



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This is NOT a bill. If disbursed funds need to be recovered, USAC will issue a Demand Payment Letter. The debt referenced in the Demand Payment Letter will be due within 30 days of that letter's date. Failure to pay the debt may result in interest, late payment fees, and administrative charges and will invoke the FCC's "Red Light Rule."

FCC's Red Light Rule

The FCC Red Light Rule requires USAC to dismiss pending FCC Form 471 applications, appeals, and invoices or to net disbursements offsetting the debt if the entity responsible for paying the outstanding debt owed to the FCC has not paid the debt or made satisfactory arrangements to pay the debt within 30 days of the Demand Payment Letter. For information on the Red Light Rule, see

<https://www.fcc.gov/licensing-databases/fees/debt-collection-improvement-act-implementation>

To Appeal This Decision

If you wish to contest any part of this letter, you must first file an appeal with USAC to seek review of the decision. Parties that have filed an appeal with USAC and received an adverse decision may, if they choose, appeal USAC's decision to the FCC. Parties seeking a waiver of a codified FCC rule should file a request for waiver directly with the FCC because USAC cannot waive FCC rules. Your appeal to USAC or waiver request to the FCC must be filed within 60 days of the date of this letter.

All appeals filed with USAC must be filed in EPC by selecting "Appeal" from the menu in the top right hand corner of your landing page and providing the requested information.

Your appeal should include the following information. (Because you file the appeal through your EPC account, the system will automatically fill in some of these components for you).

- 1) Name, address, telephone number, and email address for the contact person for this appeal.
- 2) Indicate specifically that your letter is an appeal. Include the following to identify the USAC decision letter (e.g., Commitment Adjustment Letter) and the decision you are appealing:
 - a. Appellant name;
 - b. Applicant name and service provider name, if different from appellant;
 - c. Applicant BEN and Service Provider Identification Number (SPIN);
 - d. FCC Form 471 Application Number and the Funding Request Number (FRN) or Numbers as assigned by USAC;
 - e. "Commitment Adjustment Letter," AND the exact text or the decision that you are appealing.



Adjustment Report

FCC Form 471 Application Number: 1035195
Funding Request Number: 2816971
Commitment Adjustment: \$75,600.00
Total Amount to Be Recovered: \$75,600.00
Explanation(s): Comp. Bidding Violation

Party to Recover From: Applicant
Funding Year: 2015
Billed Entity Number: 137924
Services Ordered: INTERNET ACCESS
Service Provider Name: Hubris Communications, Inc.
SPIN: 143024053
Original Funding Commitment: \$75,600.00
Adjusted Funding Commitment: \$0.00
Funds Disbursed to Date: \$75,600.00

Funding Commitment Adjustment Explanation

After a thorough investigation, it has been determined that this funding commitment must be rescinded in full. USAC will seek recovery of any improperly disbursed funds from the applicant. The price of eligible products and services was not the primary factor in the vendor selection process. The most weighted factor in the vendor selection worksheet was Cost and Quality of service not Cost of eligible service and products. FCC rules require that applicants select the most cost-effective product and/or service offering with price being the primary factor in the vendor selection process. Applicants may take other factors into consideration, but in selecting the winning bid, price must be given more weight than any other single factor. Ineligible products and services may not be factored into the cost-effective evaluation. Since price was not the primary factor in the vendor selection process, the commitment has been rescinded in full.



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Administrative Co.**

3) Identify the problem and the reason for the appeal and explain precisely the relief sought. Please keep your appeal to the point, and provide supporting documentation. Be sure to keep a copy of your entire appeal, including any correspondence and documentation. A copy will automatically be saved for you in EPC. USAC will reply to your appeal submission to confirm receipt.

For more information on submitting an appeal to USAC including step by step instructions on how to file the appeal through EPC, please see "Appeals" in the Schools and Libraries section of the USAC website.

As mentioned, parties seeking a waiver of FCC rules or that have filed an appeal with USAC and received a decision may file a request for waiver or appeal USAC's decision to the FCC. Waiver requests or appeals to the FCC must be made within 60 days of the issuance of USAC's decision and include all of the information referenced above for appeals to USAC.

The FCC recommends filing appeals or waiver requests with the Electronic Comment Filing System (ECFS) to ensure timely filing. Electronic waiver requests or appeals will be considered filed on a business day if they are received at any time before 11:59 PM ET. If you have questions or comments about using the ECFS, please contact the FCC directly at (202) 418-0193.

For more information about submitting waiver requests or appeals to the FCC, including options to submit the waiver request or appeal via U.S. mail or hand delivery, visit the FCC's website.

Schools and Libraries Division

cc: Chris Owen

Hubris Communications, Inc.

EXHIBIT 2



Universal Service Administrative Company
Schools & Libraries Division

Administrator's Decision on Appeal – Funding Year 2015-2016

Date: April 23, 2019

Tammy Penland
Wichita Public Library
223 S. Main St
Wichita, KS 67202

Re: Applicant Name: WICHITA PUBLIC LIBRARY
Billed Entity Number: 137924
Form 471 Application Number: 1035195
Funding Request Number(s): 2816971
Your Correspondence Dated: October 05, 2018

After review of the information and documentation provided, the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has made its decision in regard to your appeal of USAC's decision to adjust the funding commitment amount for the FCC Form 471 Application and funding request number(s) (FRN(s)) referenced above. This letter provides an explanation for USAC's decision. The date of this letter also begins the sixty (60) day time period for appealing this decision. If your Letter of Appeal included more than one FCC Form 471 Application Number, please note that you will receive a separate decision for each funding application.

Funding Request Number(s): 2816971
Decision on Appeal: **Denied**
Explanation:

- The price of eligible products and services was not the primary factor in the vendor selection process. The most weighted factor in the vendor selection worksheet was Cost and Quality of service not Cost of eligible service and products. FCC rules require that applicants select the most cost-effective product and/or service offering with price being the primary factor in the vendor selection process. Applicants may take other factors into consideration, but in selecting the winning bid, price must be given more weight than any other single factor. Ineligible products and services may not be factored into the cost-effective evaluation.

Tammy Penland
Wichita Public Library
223 S. Main St
Wichita, KS 67202

Billed Entity Number: 137924
Form 471 Application Number: 1035195
Form 486 Application Number:

If you wish to appeal this decision, you may file an appeal pursuant to 47 C.F.R. Part 54, Subpart I. Detailed instructions for filing appeals are available at:
<http://www.usac.org/sl/about/program-integrity/appeals.aspx>.

We thank you for your continued support, patience and cooperation during the appeal process.

Schools and Libraries Division
Universal Service Administrative Company

EXHIBIT 3

() Published in The Wichita Eagle, Friday, January 23, 2015

REQUEST FOR PROPOSAL NO. – FP540006

Sealed Request for Proposal will be received in the office of the City Purchasing Manager, 12th Floor, City Hall, 455 North Main, Wichita, Kansas, prior to **3:00 P.M., WEDNESDAY, FEBRUARY 25, 2015.** **One (1) original and nine (9) copies of the proposal are required.** Envelopes must be marked **“Request for Proposal FP540006”** and show **Due Date and Time** to identify contents. "Request For Proposal" submittal letter must be signed and dated to submit a proposal for:

WICHITA PUBLIC LIBRARY

Public Internet Service for Wichita Public Library Locations

AS PER SPECIFICATIONS

F.O.B.: Wichita, KS

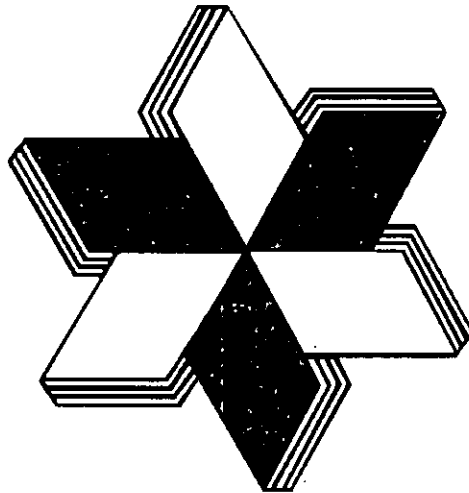
Specifications for the sealed proposals are on file in the office of the City Purchasing Manager, 12th Floor, City Hall, 455 North Main, Wichita, Kansas, (316) 268-4636. This information is also available on the City of Wichita Web Site at <https://ep.wichita.gov>.

Sealed proposals shall be received in the office of the City Purchasing Manager prior to **3:00 P.M., WEDNESDAY, FEBRUARY 25, 2015.**

The review and evaluation of the submitted Proposals will take estimated 60 to 90 days before notification from the City of Wichita that a contract has been approved by City Council. If the Purchasing Division may be of further assistance, please contact us at (316) 268-4636.

Dated at Wichita, Kansas, on the 21st day of January, 2015.

Melinda A. Walker
Purchasing Manager



WICHITA PUBLIC LIBRARY
The Discovery Center
www.wichita.lib.ks.us

REQUEST FOR PROPOSAL

**PUBLIC INTERNET SERVICE
FOR WICHITA PUBLIC LIBRARY LOCATIONS**

1.0 PURPOSE

The Wichita Public Library requests proposals from qualified firms for the provision of expanded digital data connections and public Internet service for all Wichita Public Library locations which include Central, Alford, Maya Angelou Northeast, Evergreen, Linwood Park, Rockwell, Westlink and Comotara. Responses to this Request for Proposal will be used to compare the various firms wishing to provide the requested services.

The services the Library seeks through this RFP are as follows:

Service	Quantity and/or capacity
Internet Service and Digital data connection	Minimum 30 Mbps monthly service, terminating at Central Library 3rd floor computer room, 223 S. Main St, Wichita, KS
Internet Service and Digital data connection	minimum 10 Mbps monthly service, terminating at Alford Branch Library IDF, 3447 S. Meridian, Wichita, KS
Internet Service and Digital data connection	Minimum 10 Mbps service, terminating at Maya Angelou Northeast Branch, 3051 East 21 st Street, Wichita, KS
Internet Service and Digital data connection	Minimum 10 Mbps service, terminating at Evergreen Branch, 2601 North Arkansas, Wichita, KS
Internet Service and Digital data connection	Minimum 10 Mbps service, terminating at Linwood Park Branch, 1901 South Kansas, Wichita, KS
Internet Service and Digital data connection	Minimum 10 Mbps service, terminating at Ford Rockwell Branch, 5939 East 9 th Street, Wichita, KS
Internet Service and Digital data connection	Minimum 10 Mbps service, terminating at Westlink Branch, 8515 Bekemeyer, Wichita, KS
Internet Service and Digital data connection	Minimum 5 Mbps service, terminating at Comotara Branch, inside Dillons Tallgrass, 2244 North Rock Road, Wichita, KS

The Library and the vendor will each be responsible for the internal hardware and wiring for their respective facilities. Required specifications for the contract and service appear in section 2.0.

The City reserves the right to reject any or all proposals submitted, to request additional information or clarification from respondents, or to allow corrections of errors and omissions. At the discretion of the Selection Committee, on-site presentations may be required. The City also reserves the right to retain all proposals submitted and to use any ideas contained in proposals regardless of whether that proposal is selected. Submission of a proposal constitutes acceptance of all conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the subsequent contract between the Agency and the City.

It should be noted that one or more vendors may be selected as the result of this solicitation. It is important that respondents propose pricing in each location which is not dependent upon receiving a contract for service for one or more of the other locations included in this solicitation.

In order to be considered, one original (1) and nine (9) copies of your proposal responses must be received no later than **WEDNESDAY, FEBRUARY 25, 2015 AT 3:00 O'CLOCK P.M.** Proposals received after **3:00 O'CLOCK P.M.** will not be considered. Selection of a vendor is anticipated by **April 2015.**

Inquiries should be directed to:
Jeff Tate
Digital Services Manager
Wichita Public Library
223 South Main, Wichita KS 67202
(316) 261-8522
jtate@wichita.gov

2.0 SCOPE OF SERVICE

The proposal is for provision of dedicated Internet service. Connectivity will be via symmetrical digital data connections. Each party will be responsible for the internal hardware and wiring for their respective facilities. In addition:

- ◆ Vendor must offer the minimum bandwidths listed for each Library location.
- ◆ Vendor must be a qualifying service provider for the universal service (e-rate) program.
- ◆ Vendor must offer separate billing for each location on a monthly cycle.
- ◆ Vendor must submit E-rate BEAR reimbursements in a timely manner.
- ◆ Vendor must be multi-homed with two or more redundant connections out of Wichita.
- ◆ Vendor and its technical staff must have a minimum of five years' experience in providing dedicated Internet services.
- ◆ Vendor must have demonstrated experience in setting up and maintaining dedicated Internet connections.
- ◆ Vendor must offer 24-hour support, 7 days per week.
- ◆ Vendor's ability to guarantee terms of proposal for 120 days.
- ◆ Vendor must be willing to enter into a contract with the City of Wichita for a one (1) year period commencing July 1, 2015 and continuing through June 30, 2016 with an option to renew under the same terms and conditions or to expand bandwidth capacity in one or more locations at rates outlined in vendor's response to this solicitation for up to four (4) additional one year periods for by mutual agreement of both parties.
- ◆ Vendor must agree to deliver service on the universal service (e-rate) fiscal year with the start of the service under this contract to begin July 1, 2015.

3.0 VENDOR QUALIFICATIONS AND SUBMITTAL REQUIREMENTS

The Library seeks proposals from vendors which outline, in detail, company qualifications and capability to provide quality Internet access. The proposal should address, in layman's language, organized in the manner outlined below:

A. Title Page

Show the RFP subject, the name of your firm, address, telephone number, name of contact person and date.

B. Table of Contents

Clearly identify the material by section and page number as outlined in the "The Proposal".

C. Letter of Transmittal

Summarize why vendor is positioned to deliver outstanding service in accordance with the scope of service outlined above. Provide the name(s) of the person(s) authorized to make a presentation for the firm, employee

title(s), address(es) and telephone number(s). A partner or principal of the firm shall sign the letter.

D. Vendor Qualifications

Affirm and provide detailed information about the expected requirements for service to be received under this proposed contract, specifically the vendor's willingness and ability to:

- 1) Offer guaranteed levels of bandwidth for each location on the RFP list.
- 2) Qualify as a service provider in the universal service (e-rate) discount program for schools and libraries. Vendor should provide the name of the company's contact person for e-rate activities and the vendor's Service Provider Identification (SPIN) Number.
- 3) Offer local support 24-hours a day, 7 days per week.
- 4) Deliver service on the universal service (e-rate) fiscal year with the start of the service under this contract to begin July 1, 2015.
- 5) Vendor must be willing to enter into a contract with the City of Wichita for a one (1) year period commencing July 1, 2015 and continuing through June 30, 2016 with an option to renew under the same terms and conditions or to expand bandwidth capacity in one or more locations at rates outlined in vendor's response to this solicitation for four (4) additional one year periods by mutual agreement of both parties.
- 6) Guarantee terms of proposal for 120 days.

E. Proposing Vendor Information

- 1) Explain the vendor's methods of routing and load balancing.
- 2) Document the financial stability of the vendor and its suppliers such that it can be expected to act as a long-term provider of the services proposed.
- 3) Document the experience in providing dedicated Internet services of the vendor and its staff who would be providing technical support for this contract.
- 4) Ensured performance is a prime concern of the Library. Therefore, vendors must provide:
 - a. A description of vendor's network architecture as it pertains to providing Internet access to the Wichita Public Library.
 - b. Vendor guarantees for minimum download and upload speeds.
 - c. Vendor service downtime rates (scheduled and unscheduled) for the past twelve months.
 - d. Vendor policies for preventing saturation and expanding capacity.
- 5) The City of Wichita is committed to ensuring equal opportunity, promoting diversity and enhancing economic opportunities for Emerging and Disadvantaged businesses. Therefore, each vendor should specify whether or not it is certified as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise.

- 6) Vendor references. Provide a minimum of three customer references. The Library is particularly interested in references, including contact names and telephone numbers, from other libraries served by the bidder, from customers where service support public computing services and from customers similar in size and configuration to the Library.
- 7) Any additional information which may be relevant in evaluating this proposal against submissions from other vendors.

F. Proposed Pricing

Pricing must be comprehensive and to include all fees, taxes, surcharges, etc. to be assessed to the Library.

Use the attached form to outline proposed pricing for each component of requested service as well as the overall monthly and annual fees for service during the contract term.

G. Schedule of Events

This tentative schedule will apply to this RFP and may change according to with the City's needs or unforeseen circumstances.

- | | |
|-------------------------------|------------------------------|
| • Issuance of RFP | Tuesday, January 20, 2015 |
| • RFP Closes | Wednesday, February 25, 2015 |
| • Complete Initial Evaluation | Friday, March 18, 2015 |
| • Completed Final Interviews | Friday, April 3, 2015 |
| • Award Notification | Friday, April 24, 2015 |

4.0 EVALUATION CRITERIA

During the evaluation process, the Library may request additional information or clarifications from bidders, or allow corrections of errors or omissions. At the discretion of the selection committee, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The Library reserves the right to make an award on the basis of greatest benefit to the Library and the City of Wichita and not necessarily upon the basis of the lowest price.

Items to be considered during the evaluation include:

1. Vendor ability to meet or exceed all requirements listed in the request for proposal
2. Vendor qualifications and experience
3. Vendor financial stability
4. Service down time
5. Cost and quality of services

6. Eligibility and participation in the universal service (e-rate) program for schools and libraries
7. Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise
8. References; satisfactory history of library customers and other customers comparable in size to the library
9. Available support services

Location: Central Library, 223 S. Main Street

Itemize Non Recurring Charges (eg. Set up fees):

Monthly Recurring Charges:

Bandwidth (M/b) options:

30

40

50

100

other

upload/download speed

Location: Alford Library, 3447 S. Meridian

Itemize Non Recurring Charges (eg. Set up fees):

Monthly Recurring Charges:

Bandwidth (M/b) options:

10

15

20

30

40

50

100

other

upload/download speed

Location: Maya Angelou Northeast Library, 3051 E. 21st Street

Itemize Non Recurring Charges (eg. Set up fees):

Monthly Recurring Charges:

Bandwidth (M/b) options:

10

15

upload/download speed

20
30
40
50
100
other

Location: Comotara Library, 2244 N. Rock Rd (in Dillons Store)

Itemize Non Recurring Charges (eg. Set up fees):

Monthly Recurring Charges:

Bandwidth (M/b) options:

upload/download speed

5
10
15
20
30
40
50
100
other

Location: Evergreen Library, 2601 N. Arkansas Street

Itemize Non Recurring Charges (eg. Set up fees):

Monthly Recurring Charges:

Bandwidth (M/b) options:

upload/download speed

10
15
20
30
40
50
100
other

Location: Linwood Park Library, 1901 S. Kansas Street

Itemize Non Recurring Charges (eg. Set up fees):

Monthly Recurring Charges:

Bandwidth (M/b) options:

10

15

20

30

40

50

100

other

upload/download speed

Location: Rockwell Library, 5939 E. 9th Street

Itemize Non Recurring Charges (eg. Set up fees):

Monthly Recurring Charges:

Bandwidth (M/b) options:

10

15

20

30

40

50

100

other

upload/download speed

Location: Westlink Library, 8515 Bekemeyer Street

Itemize Non Recurring Charges (eg. Set up fees):

Monthly Recurring Charges:

Bandwidth (M/b) options:

upload/download speed

Cost of internet service if
not included with
bandwidth pricing

12 Month Term -
Monthly Cost

24 Month Term -
Monthly Cost

36 Month Term -
Monthly Cost

48 Month Term -
Monthly Cost

Cost of internet service if
not included with
bandwidth pricing

12 Month Term -
Monthly Cost

24 Month Term -
Monthly Cost

36 Month Term -
Monthly Cost

48 Month Term -
Monthly Cost

Cost of internet service if
not included with
bandwidth pricing

12 Month Term -
Monthly Cost

24 Month Term -
Monthly Cost

36 Month Term -
Monthly Cost

48 Month Term -
Monthly Cost

Cost of internet service if not included with bandwidth pricing	12 Month Term - Monthly Cost	24 Month Term - Monthly Cost	36 Month Term - Monthly Cost	48 Month Term - Monthly Cost
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Cost of internet service if not included with bandwidth pricing	12 Month Term - Monthly Cost	24 Month Term - Monthly Cost	36 Month Term - Monthly Cost	48 Month Term - Monthly Cost
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Cost of internet service if not included with bandwidth pricing	12 Month Term - Monthly Cost	24 Month Term - Monthly Cost	36 Month Term - Monthly Cost	48 Month Term - Monthly Cost
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Cost of internet service if not included with bandwidth pricing	12 Month Term - Monthly Cost	24 Month Term - Monthly Cost	36 Month Term - Monthly Cost	48 Month Term - Monthly Cost
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Cost of internet service if not included with bandwidth pricing	12 Month Term - Monthly Cost	24 Month Term - Monthly Cost	36 Month Term - Monthly Cost	48 Month Term - Monthly Cost
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60 Month Term -
Monthly Cost

60 Month Term -
Monthly Cost

60 Month Term -
Monthly Cost

60 Month Term -
Monthly Cost

60 Month Term -
Monthly Cost

60 Month Term -
Monthly Cost

EXHIBIT 4

Bid Comparison Matrix - FP540006 (Public Internet Services for Wichita Public Library Locations)

	Hubris communications	Network Tool and Dig	Cox Communications	AT&T
Ability meet or exceed requirements	Yes	Yes	Possible, question on symmetry of data	Possible, question on symmetry of data
Qualifications & Experience	Technical employees each have an excess of ten years of experience.	Extensive experience with installation and maintenance, built large wireless network, four technical staff with 72 years of combined experience and minimum of 18 years individually.	They are qualified and experienced.	They are qualified and experienced.
Financial Stability	Founded in 1995, free of any long term debt and no intention of selling.	Founded in 2000. Never been in bankruptcy. Solvent, in good financial health, profitable.	Billion dollar company	Billion dollar company
Service Down Time	No downtime for dedicated customers in the past 12 months reported.	Little to none reported. Scheduled maintenance outside service hours.	Available at least 99.5% of the available time. Has met or exceeded the service available in the past 12 months reported.	Has established performance objectives for the service. While AT&T cannot guarantee that these objects will be met, service credit is given when not met.
Cost and Quality of Service	See Rate Comparison Sheet			
Eligibility and Participation in E-Rate	Eligible	Eligible	Eligible	Eligible
Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise	Yes	Yes	NO	NO
References provided	Applianz Technologies Bankers Bank of Kansas Rand Graphics Radio Kansas Wichita Area Technical College Wichita Public Library	Wichita Public Library Newton Public Library USD 440 Halstead-Bentley	Hutchinson Public Library S. Central KS Library System Central Kansas Library System	None Provided
Available Support Services	Local support, 24X7 service, 24X7 network monitoring, cellular and pager service available.	24X7 support provided via email, telephone, sms, or site visit depending on nature of the situation	Conducts simultaneous, 24X7 real-time monitoring of the Cox network via a National Operations Center	Includes proactive, 24X7 network monitoring.

EXHIBIT 5

RFP Minimum Requirement Comparison
Monthly Costs

	Minimum Bandwidth								Monthly	Totals	
	Afford 10 Mbps	Angelou 10 Mbps	Central 30 Mbps	Comotam 5 Mbps	Evergreen 10 Mbps	Linwood 10 Mbps	Rockwell 10 Mbps	Westlink 10 Mbps		Annual	Fees
ATT ⁶	\$ 647.40	\$ 647.40	\$ 848.15	\$ 647.40	\$ 647.40	\$ 647.40	\$ 647.40	\$ 647.40	\$ 5,379.95	\$ 64,559.40	NA
Cox ^{3,4,5}	\$ 109.95	\$ 109.95	\$ 189.98	\$ 73.95	\$ 109.95	\$ 109.95	\$ 109.95	\$ 109.95	\$ 923.63	\$ 11,083.56	\$ 959.20
Hubris	\$ 750.00	\$ 750.00	\$ 1,500.00	\$ 500.00	\$ 1,000.00	\$ 750.00	\$ 750.00	\$ 1,000.00	\$ 7,000.00	\$ 84,000.00	NA
Network Tool & Die ^{1,2}	\$ 750.00	\$ 1,050.00	\$ 1,200.00	\$ 1,050.00	\$ 1,050.00	\$ 750.00	\$ 950.00	\$ 875.00	\$ 7,675.00	\$ 92,100.00	\$ 6,000.00

¹One time setup fee of \$750 per location

²Offers 10Mbps for same price at Comotara

³Upload/Download speeds not symmetrical

⁴Does not offer 30 Mbps, used 50 Mbps

⁵Fees include \$69.95 installation and \$49.95 modem per location

⁶Does not offer 5 Mbps, used 10 Mbps

We asked for symmetry are you
currently providing symmetry

Is pricing contracts 1yr - adding or subtracting branches/
locations

Cox - does this price include all startup fees & installation

Other options.

Monthly Cost Estimates from RFP

All Branches

	Bandwidth								
	5	10	20	25	30	40	50	100	150
ATT	NA	\$ 4,531.80	NA	NA	\$ 848.15	NA	NA	NA	NA
Cox	\$ 73.95	NA	NA	\$ 979.65	NA	NA	\$ 1,519.63	NA	\$ 339.95
Hubris	\$ 500.00	\$ 5,000.00	NA	NA	\$ 1,500.00	NA	NA	NA	NA
Network Tool & Die	\$ 1,050.00	\$ 6,475.00	\$ 7,175.00	NA	\$ 10,825.00	\$ 13,225.00	\$ 15,225.00	\$ 17,225.00	NA

Comotara Only
No Central
All Branches
Central Only

Alford

	Bandwidth								
	5	10	20	25	30	40	50	100	150
ATT	NA	\$ 647.40	NA	NA	NA	NA	NA	NA	NA
Cox ¹	NA	\$ 109.95	NA	\$ 139.95	NA	NA	\$ 189.95	NA	NA
Hubris	NA	\$ 750.00	NA	NA	NA	NA	NA	NA	NA
Network Tool & Die	NA	\$ 750.00	\$ 850.00	NA	\$ 1,200.00	\$ 1,500.00	\$ 1,750.00	\$ 2,000.00	NA

¹No Alford listed, used other branch pricing

Angelou

	Bandwidth								
	5	10	20	25	30	40	50	100	150
ATT	NA	\$ 647.40	NA	NA	NA	NA	NA	NA	NA
Cox	NA	\$ 109.95	NA	\$ 139.95	NA	NA	\$ 189.95	NA	NA
Hubris	NA	\$ 750.00	NA	NA	NA	NA	NA	NA	NA
Network Tool & Die	NA	\$ 1,050.00	\$ 1,150.00	NA	\$ 1,500.00	\$ 1,800.00	\$ 2,050.00	\$ 2,300.00	NA

Central

	Bandwidth								
	5	10	20	25	30	40	50	100	150
ATT	NA	NA	NA	NA	\$ 848.15	NA	NA	NA	NA
Cox	NA	NA	NA	NA	NA	NA	\$ 189.98	\$ 259.95	\$ 339.95
Hubris	NA	NA	NA	NA	\$ 1,500.00	NA	NA	NA	NA
Network Tool & Die	NA	NA	NA	NA	\$ 1,200.00	\$ 1,500.00	\$ 1,750.00	\$ 2,000.00	NA

Comotara

	Bandwidth								
	5	10	20	25	30	40	50	100	150
ATT	NA	\$ 647.40	NA	NA	NA	NA	NA	NA	NA
Cox	\$ 73.95	\$ 109.95	NA	\$ 139.95	NA	NA	\$ 189.95	NA	NA
Hubris	\$ 500.00	NA	NA	NA	NA	NA	NA	NA	NA
Network Tool & Die	\$ 1,050.00	\$ 1,050.00	\$ 1,150.00	NA	\$ 1,500.00	\$ 1,800.00	\$ 2,050.00	\$ 2,300.00	NA

Evergreen

	Bandwidth									
	5	10	20	25	30	40	50	100	150	
ATT	NA	\$ 647.40	NA	NA	NA	NA	NA	NA	NA	
Cox	NA	\$ 109.95	NA	\$ 139.95	NA	NA	\$ 189.95	NA	NA	
Hubris	NA	\$ 1,000.00	NA	NA	NA	NA	NA	NA	NA	
Network Tool & Die	NA	\$ 1,050.00	\$ 1,150.00	NA	\$ 1,500.00	\$ 1,800.00	\$ 2,050.00	\$ 2,300.00	NA	

Linwood

Bandwidth

	5	10	20	25	30	40	50	100	150
ATT	NA	\$ 647.40	NA	NA	NA	NA	NA	NA	NA
Cox	NA	\$ 109.95	NA	\$ 139.95	NA	NA	\$ 189.95	NA	NA
Hubris	NA	\$ 750.00	NA	NA	NA	NA	NA	NA	NA
Network Tool & Die	NA	\$ 750.00	\$ 850.00	NA	\$ 1,200.00	\$ 1,500.00	\$ 1,750.00	\$ 2,000.00	NA

Rockwell

	5	10	20	25	Bandwidth		50	100	150
ATT	NA	\$ 647.40	NA	NA	30	40	NA	NA	NA
Cox	NA	\$ 109.95	NA	\$ 139.95	NA	NA	\$ 189.95	NA	NA
Hubris	NA	\$ 750.00	NA	NA	NA	NA	NA	NA	NA
Network Tool & Die	NA	\$ 950.00	\$ 1,050.00	NA	\$ 1,400.00	\$ 1,700.00	\$ 1,950.00	\$ 2,200.00	NA

Westlink

	5	10	20	25	Bandwidth		50	100	150
ATT	NA	\$ 647.40	NA	NA	30	40	NA	NA	NA
Cox	NA	\$ 109.95	NA	\$ 139.95	NA	NA	\$ 189.95	NA	NA
Hubris	NA	\$ 1,000.00	NA	NA	NA	NA	NA	NA	NA
Network Tool & Die	NA	\$ 875.00	\$ 975.00	NA	\$ 1,325.00	\$ 1,625.00	\$ 1,875.00	\$ 2,125.00	NA

EXHIBIT 6

Reviewer

Company Name:

ROB RAINE

1. We asked for data connections to be symmetrical, i.e. download and upload speeds are equal. Is the data connection you offer symmetrical?

AT&T TOKY
Yes but not
symmetrical -
switched
ethernet.

CDX - ~~Lauren~~ Ryan
4115pm Jason
Asymmetrical.
Symmetrical -
fiber optic.

NT&D Kirk
Yes.

HUBBS - Chris
Shannon
Yes.

2. We asked for pricing based on a one year contract with the option to renew up to four years. Is the pricing you offered based on a 12 month contract?

36 mos.
only.
non-complaint

Yes.

Yes.
All contracts
month to
month.

3. If we needed to add or remove a branch from the library system, would pricing for connections at other location be affected?

Through engine
ing to see if that
but is required
cong - special
perm. - ~~branch~~ (change)
eng review

Possible one-time
charge, but no
impact to other
cost.

No impact on pricing
of others.

No impact.

4. Besides pricing for minimum connections speeds, we asked for additional connection speed options. Are all potential connection speeds listed and priced in your RFP?

There are other options
- but proposal covers
the gamut.

Greater speeds
available at
all branches.

5. Support person or automation?

CSME service
- ~~support~~ BIZ Jule
portal on phone
compliance

Automated routing
- then to a
person.

Talking to people,
often cell phones.
No automated
system.

Person.
Practice - is
email.

1. 90 days, not 120.
2. No reference
3. 36 mos. vs 12 mos.
4. Exception to terms
 - a) contracts
 - b) intellectual property

120 days -
July 1.

Bid Evaluation Matrix - FP540006 (Public Internet Services for Wichita Public Library Locations)

Rater: Rob Cairne Date: _____

No	Factors	Total Points Available	Hubris Communications Inc	Network Tool and Die Company, Inc	Cox Communications Kansas, LLC	AT&T
1	Ability meet or exceed requirements	20	16	16	10	18
2	Qualifications & Experience	10	8	8	10	10
3	Financial Stability	5	1	2	5	5
4	Service Down Time	10	19	9	10	10
5	Cost and Quality of Service	25	20	15	20	20
6	Eligibility and Participation in E-Rate	10	10	10	10	10
7	Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise	10	10	10	5	5
8	References provided	5	5	5	5	0
9	Available Support Services	5	5	5	4	3
	Total Points	100	85	80	69	61

Winning Bidder: Hubris *

Disqualified Bidders:

Bidder Reason for Disqualification

*1 Cox - no symmetrical, non-compliant.

*2 3G nos. pricing, not 12 mos.

Chris Hauslett

Interview Questions - Proposal FP 540006

March 10, 2015

Company Name: _____

1. We asked for data connections to be symmetrical, i.e. download and upload speeds are equal. Is the data connection you offer symmetrical?

AT&T - Tori
Yes - symmetrical

~~Cox~~ ~~Ryan~~
Network T&D
- Kurt
Yes - symmetrical

Hubris - Chris
Yes - symmetrical

Cox - Ryan
No - asymmetrical
can provide symmetrical, would be done over fiber optic

2. We asked for pricing based on a one year contract with the option to renew up to four years. Is the pricing you offered based on a 12 month contract?

NT&T
- 12 month not an option, pricing would be 24 or 36 months

NT&T
Yes - 12 mth pricing - currently has contract

Hubris
Yes - it is

Cox
Yes

3. If we needed to add or remove a branch from the library system, would pricing for connections at other location be affected?

AT&T
have to verify site first that no construction prices would need to be or not be needed. can build language into contract to cover an addition

NT&T
pricing is based on each ind. site

Hubris
can do higher bandwidth many locations

Cox
would not effect, unless there is a "build-to" cost for relocation

4. Besides pricing for minimum connections speeds, we asked for additional connection speed options. Are all potential connection speeds listed and priced in your RFP?

AT&T
provides min. 30/min. 10 other speeds are available an include language in contract to secure pricing - grow - options service today is up to 10 Gbps customer support - what is offered internet portal & telephone

NT&T
Yes - provided speeds listed in RFP
customer service call a direct # & talk w/ a person - do not have an automated system

Hubris
pricing would not be affected w/ a move/drop
customer support - live person if calling, & also do email

Cox
Yes - provided listed speeds
customer service automated system will direct to a live person

Bid Evaluation Matrix - FPS40006 (Public Internet Services for Wichita Public Library Locations)

Rater: *Chris Hausloff*

Date: *3/10/15*

No	Factors	Total Points Available	Hubris Communications Inc	Network Tool and Die Company, Inc	Cox Communications Kansas, LLC	AT&T
1	Ability meet or exceed requirements	20	18	17	19	8
2	Qualifications & Experience	10	10	10	5	5
3	Financial Stability	5	5	5	5	5
4	Service Down Time	10	10	10	5	5
5	Cost and Quality of Service	25	25	23	10	10
6	Eligibility and Participation in E-Rate	10	10	10	10	10
7	Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise	10				
8	References provided	5	10	10	0	0
9	Available Support Services	5	5	5	5	0
	Total Points	100	98	95	40	45

Winning Bidder:

Hubris

Disqualified Bidders:

Bidder Reason for Disqualification

Cox + AT&T for reasons listed:

did not meet symmetrical requirement
can not match guarantee 12 month pricing, want 24 or 36 months

symmetrical:

Company Name: John Hawkman

1. We asked for data connections to be symmetrical, i.e. download and upload speeds are equal. Is the data connection you offer symmetrical?

ATT yes

Cox no

Net yes

Hubris yes

2. We asked for pricing based on a one year contract with the option to renew up to four years. Is the pricing you offered based on a 12 month contract?

ATT only 24 36 60

Cox yes

Net yes

Hubris yes ~~month to month~~ good for a year

3. If we needed to add or remove a branch from the library system, would pricing for connections at other location be affected?

ATT

Cox Build cost possible.

Net Independent pricing to move with additional setup fee.

Hubris ~~Each~~ Each site independent. Would stay the same

4. Besides pricing for minimum connections speeds, we asked for additional connection speed options. Are all potential connection speeds listed and priced in your RFP?

ATT growth could be built into the contract up to 10G

Cox yes

Net yes

Hubris yes

Bid Evaluation Matrix - FP540006 (Public Internet Services for Wichita Public Library Locations)

Rater: John Hankinson

Date: 3/10/15

No	Factors	Total Points Available	Hubris Communications Inc	Network Tool and Die Company, Inc	Cox Communications Kansas, LLC	AT&T
1	Ability meet or exceed requirements	20	20	20	0	0
2	Qualifications & Experience	10	10	10	0	0
3	Financial Stability	5	5	5	0	0
4	Service Down Time	10	10	10	0	0
5	Cost and Quality of Service	25	20	20	0	0
6	Eligibility and Participation in E-Rate	10	10	10	0	0
7	Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise	10	10	10	0	0
8	References provided	5	5	5	0	0
9	Available Support Services	5	5	5	0	0
	Total Points	100	97	95	0	0

Winning Bidder: Hubris Communications Inc

Cox did not meet the symmetrical speed requirement. At&t did not have a 12 month contract option or provide references.

Disqualified Bidders:

Bidder Reason for Disqualification

Jeff Tate

Interview Questions - Proposal FP 540006

March 10, 2015

Company Name: _____

1. We asked for data connections to be symmetrical, i.e. download and upload speeds are equal. Is the data connection you offer symmetrical?

Jason: ATT: yes, not DSL, switched ethernet
Ryan: COX: Asymmetrical / Can provide Symmetrical data over Fiber
Chris: Hubris: Symmetrical,
Curt: N/T: Symmetrical;

2. We asked for pricing based on a one year contract with the option to renew up to four years. Is the pricing you offered based on a 12 month contract?

ATT: No, 24, 36, 30

COX: yes

Hubris: yes

N/T: yes,

3. If we needed to add or remove a branch from the library system, would pricing for connections at other location be affected?

ATT: possibly, but probably not, no special construction charges anticipated

COX: ~~might~~ might add a one time build cost; mostly not affected

Hubris: yes, month to month

N/T: pricing is independent on location, central shouldnt go up

4. Besides pricing for minimum connections speeds, we asked for additional connection speed options. Are all potential connection speeds listed and priced in your RFP?

100mg
ATT: available if requested, low speed to 10G

COX: yes

Hubris: higher bandwidth, 150 at min

N/T: yes;

5. Customer Service

ATT: ~~for~~ Talk with person through portal - online trouble reporting

COX: call in to automated system, goes to a live person

Hubris: email or call / can get a person

N/T: talk to people; cell phone direct

Bid Evaluation Matrix - PPS40006 (Public Internet Services for Wichita Public Library Locations)

Rater: Jeff Tate

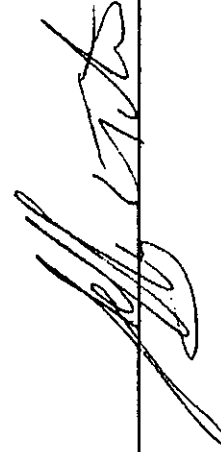
No	Factors	Date:				
		Total Points Available	Hubris Communications Inc	Network Tool and Die Company, Inc	Cox Communications Kansas, LLC	AT&T
1	Ability meet or exceed requirements	20	20	20	0	20
2	Qualifications & Experience	10	4	8	9	6
3	Financial Stability	5	5	5	5	5
4	Service Down Time	10	10	10	9	9
5	Cost and Quality of Service	25	18	12	10	0
6	Eligibility and Participation In E-Rate	10	10	10	10	10
7	Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise	10	10	10	0	0
8	References provided	5	55	55	15	0
9	Available Support Services	5		5	4	4
	Total Points	100	92	85	42	53

Winning Bidder: Hubris

Disqualified Bidders:

Bidder Reason for Disqualification

ATT Did not provide 12 month pricing
Cox Did not provide as a national



Company Name: Sammy Penland

1. We asked for data connections to be symmetrical, i.e. download and upload speeds are equal. Is the data connection you offer symmetrical?

Debbie/Tori - AT&T - Yes Symmetrical Switched ethernet? Point to Point or Port based multipoint
 Kurt - NT&D - yes, if for some case ^{not} billing would be adjusted
 Chris - Hubris - yes
 Ryan Cox - No not symmetrical

2. We asked for pricing based on a one year contract with the option to renew up to four years. Is the pricing you offered based on a 12 month contract?

AT&T - Does not offer 12 months option
 NT&D - yes based on 12 month
 Hubris - yes - month to month
 Cox - yes,

3. If we needed to add or remove a branch from the library system, would pricing for connections at other location be affected?

AT&T - Any time site is added will need to access site (no special construction) build in the clause to add another location at same price + any construction fees for current sites
 NT&D - everything is priced independently - would try to maintain price at Central if any library might be normal one time fee
 Hubris - could do higher bandwidths at most locations
 Cox - would not affect other locations may be build cost for new locations

4. Besides pricing for minimum connections speeds, we asked for additional connection speed options. Are all potential connection speeds listed and priced in your RFP?

AT&T - Did not provide other Bandwidth but could build growth into contract can go to 100 mg easily
 NT&D - yes
 Hubris - would not affect pricing
 Cox - yes

5. Is Support a person or automated

AT&T - through business direct portal or by telephone if not satisfied online trouble reporting can get Tori to engage a mgr
 NT&D - call direct # talking to ~~individual~~ individual 24/7
 Hubris - in practice email ~~but~~ but can call if prefer
 Cox - automated system to get to actual person.

Bid Evaluation Matrix - FP540006 (Public Inernet Services for Wichita Public Library Locations)						
Rater: <u>Tammy Penland</u>		Date: <u>3/10/15</u>				
No	Factors	Total Points Available	Hubris Communications Inc	Network Tool and Die Company, Inc	Cox Communications Kansas, LLC	AT&T
1	Ability meet or exceed requirements	20	20	20	20	20
2	Qualifications & Experience	10	10	10	10	10
3	Financial Stability	5	5	5	5	5
4	Service Down Time	10	10	10	10	10
5	Cost and Quality of Service	25	25	23	20	20
6	Eligibility and Participation in E-Rate	10	10	10	10	10
7	Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise	10	10	10	10	10
8	References provided	5	5	5	5	5
9	Available Support Services	5	5	5	5	5
	Total Points	100	100	98	45	40

Winning Bidder:

Disqualified Bidders:

Bidder Reason for Disqualification

AT&T could not match pricing
Cox did not quote symmetrical

Tammy Penland

Questions for us -

AT&T - Assuming we don't need/want backup scenario - 2nd sub? -?
(no - don't need)
(technical question -)

COX - Does the proposal not being symmetrical eliminate us? (Yes)

~~NT&D~~ NT&D - Pretty familiar w/ RFP of past + this one - understand it.
Will provide any info you need.

Hutches - no ? for us.

Rob R.

Hutches [90 days not
100 days - price good for 1 yr.

*Both
Hulst*

Interview Questions – Proposal FP 540006

March 10, 2015

Company Name: _____

1. We asked for data connections to be symmetrical, i.e. download and upload speeds are equal. Is the data connection you offer symmetrical?

(Tony)

AT&T

Yes - not a DSL - switched Ethernet

(Hulst)

No - asymmetrical was quite submitted. could do it but would need 2-3 days.

(Kurt)

NTD - Yes - if any is not the number we ask for is the bottom speed level. ~~so~~ would - other speed faster, price for the bottom

Chris

Hulst

Yes - they are.

2. We asked for pricing based on a one year contract with the option to renew up to four years. Is the pricing you offered based on a 12 month contract?

AT&T

Do not have that option 24-36-60 only

COX

Yes

NT&D

Yes

Hulst

sure - yes - don't req. any k 80 month to month

3. If we needed to add or remove a branch from the library system, would pricing for connections at other location be affected?

AT&T

whenever a site is added, have to go thru engineering to see if anything about site = extra - special construction charges - typically have build in a clause at some pricing pending engineer review

COX

would not impact - not they pay for the two costs - would present to us

NT&D

price independently. Nothing is contingent on another location. Move of CL - try to keep same price - intent is to maintain, branches unaffected

Hulst

would not affect pricing to move or remove - month to month.

4. Besides pricing for minimum connections speeds, we asked for additional connection speed options. Are all potential connection speeds listed and priced in your RFP?

AT&T

other speeds are available. Can build growth into k - whatever we want service can go up to 10 gbps - Can go up to 100 mg w/ access they quoted

COX

Yes

NT&D

yes - 10-50 each + 100 at each as option

Hulst

Varies by location, but could do more if needed - 150 @ CL but at all others

5. Is Support a person or automated

AT&T

Report trouble thru business portal or by telephone. If not satisfied w/ speed - call Tony & see about getting service changed out to fix these online & telephone.

COX

when call, initially automated but once define problem, get to an actual person.

NT&D

call direct to - talking to person (cell phones) - phones w/ each employee 24/7 - no automation - will give further contact info if we want.

Hulst

get a person. In practice, you email but can certainly call - even phone call is answered.

Bid Evaluation Matrix - FPS40006 (Public Internet Services for Wichita Public Library Locations)

Rater: Elizabeth Harkuske Date: 3/10/15

No	Factors	Total Points Available	Hubris Communications Inc	Network Tool and Die Company, Inc	Cox Communications Kansas, LLC	AT&T
1	Ability meet or exceed requirements	20	18	19	0	18
2	Qualifications & Experience	10	8	9	9	8
3	Financial Stability	5	5	5	5	5
4	Service Down Time	10	9	9	7	7
5	Cost and Quality of Service	25	25	22	0	0
6	Eligibility and Participation in E-Rate	10	10	10	10	10
7	Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise	10			0	0
8	References provided	5	5	5	5	0
9	Available Support Services	5	5	5	3	3
	Total Points	100	95	94	39	51

Winning Bidder: Hubris Communications, Inc.

Disqualified Bidders:

Bidder Reason for Disqualification

COX - NOT signed! That was a neg. 0 on neg + 0 on cost
ATC - 0 on cost - did not quote 12-month rate
0 on references - didn't give any!

EXHIBIT 7

Bid Evaluation Matrix - FPS40006 (Public Inernet Services for Wichita Public Library Locations)

Rater:

Date:

No	Factors	Total Points Available	Hubris Communications Inc	Network Tool and Die Company, Inc	Cox Communications Kansas, LLC	AT&T
1	Ability meet or exceed requirements ✓	20				
2	Qualifications & Experience ✓	10				
3	Financial Stability ✓	5				
4	Service Down Time ✓	10				
5	Cost and Quality of Service ✓	25				
6	Eligibility and Participation In E-Rate ✓	10				
7	Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise ✓	10				
8	References provided ✓	5				
9	Available Support Services ✓	5				
	Total Points	100				

Winning Bidder:

Disqualified Bidders:

Bidder Reason for Disqualification

Bid Comparison Matrix - FPS40006 (Public Internet Services for Wichita Public Library Locations)

	Hubris communications	Network Tool and Die	Cox Communications	AT&T
Ability meet or exceed requirements	Yes	Yes	Possible, question on symmetry of data	Possible, question on symmetry of data
Qualifications & Experience	Technical employees each have an excess of ten years of experience.	Extensive experience with installation and maintenance, built large wireless network, four technical staff with 72 years of combined experience and minimum of 18 years individually.	They are qualified and experienced.	They are qualified and experienced.
Financial Stability	Founded in 1995. Free of any long term debt and no intention of selling.	Founded in 2000. Never been in bankruptcy. Solvent, in good financial health, profitable.	Billion dollar company	Billion dollar company
Service Down Time	No downtime for dedicated customers in the past 12 months reported.	Little to none reported. Scheduled maintenance outside service hours.	Available at least 99.5% of the available time. Has met or exceeded the service available in the past 12 months reported.	Has established performance objectives for the service. While AT&T cannot guarantee that these objects will be met, service credit is given when not met.
Cost and Quality of Service	See Rate Comparison Sheet			
Eligibility and Participation in E-Rate	Eligible	Eligible	Eligible	Eligible
Certification as a City of Wichita Emerging Business Enterprise or a State of Kansas Disadvantaged Business Enterprise	Yes	Yes	No	No
References provided	Appliant Technologies Bankers Bank of Kansas Rand Graphics Radio Kansas Wichita Area Technical College Wichita Public Library	Wichita Public Library Newton Public Library USD 440 Halstead-Bentley	Hutchinson Public Library S. Central KS Library System Central Kansas Library System	None Provided
Available Support Services	Local support, 24X7 service, 24X7 network monitoring, cellular and pager service available.	24X7 support provided via email, telephone, sms, or site visit depending on nature of the situation	Conducts simultaneous, 24X7 real-time monitoring of the Cox network via a National Operations Center	Includes proactive, 24X7 network monitoring.